



UNIVERSITI TEKNOLOGI MARA (UiTM) SARAWAK

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

BACHELOR IN ADMINISTRATIVE SCIENCE (HONS)

(AM228)

PRACTICAL TRAINING

(ADS 666)

“PEJABAT MARA DAERAH KUALA SELANGOR”

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CLEARANCE FOR SUBMISSION OF THE REPORT PRACTICAL BY THE SUPERVISOR

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PLACE: PEJABAT MARA DAERAH KUALA SELANGOR

NAME OF STUDENT: NURUL HAFIZHA BT KHALID

I have reviewed the final and complete practical training and approve the submission of this report for evaluation.

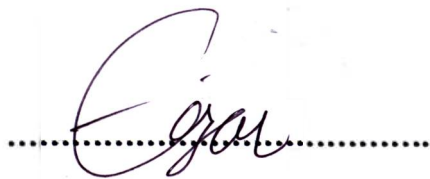
(NONI HARIANTI BT JUNAIDI)

Date:

DECLARATION

We hereby declare that the work contained in this practical training report is original and our own except those duly identified and recognized. If we later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signed,

A handwritten signature in black ink, appearing to read 'Nurul Hafizha', is written over a horizontal dotted line.

(NURUL HAFIZHA BT KHALID)

ACKNOWLEDGEMENT

I would like to thank Allah for always being with us and giving us wisdom, love, endurance, and health. This dissertation will be incomplete without expressing my deep appreciation and gratitude to the following people for their support and encouragement. The first person to whom I owe great deal of thanks is my supervisor, Miss Noni Harianti bt Junaidi who guided I on how to live and work. Thanks for his in reviewing the dissertation and making pertinent suggestion.

To all staff at the Pejabat Mara Daerah Kuala Selangor, thanks for always encouraging each other and believing in every potential that I have, especially to the host supervisor, En Aizat b Ishak for the knowledge sharing, direction and opportunity to work in the organization. Thanks for the unwavering commitment. The most important is thanks for trusting each other and valuing our friendship, especially to Mrs. Riena, Miss Azimah and Miss Fazlyanna. To our great lectures that we helped us find our way throughout the years, these special thanks are dedicated for you. Finally, an honorable mention is dedicated to our father, who showed I the importance of continuing education for the betterment of life, our loving mothers, who taught me the very essence of a strong family institution, and my friends for their understanding and support in completing this practical training. Without them, nothing is perfect, as a human being I'm not perfect but I'm striving to achieve the highest level in my life.

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CHAPTER 1: INTRODUCTION OF THE ORGANIZATION

1.1 BACKGROUND OF THE ORGANIZATION

Majlis Amanah Rakyat (MARA) or Malay for Indigenous People's Trust Council, is a Malaysian government agency. It was formed to aid, train and guide Bumiputra especially Malays and other indigenous Malaysians in the areas of business, industry, and education. MARA was formed on March 1, 1966 under the Rural and National Development Ministry.

MARA was formed by an act of Parliament in 1966. It had originally begun as the Rural Industrial Development Authority (RIDA), which was established by the British colonial administration in 1951, a program to provide economic assistance and support to Malay farmers and rural inhabitants. This organization was expanded in scope and became the MARA in 1966. Although it is an autonomous government agency, it reports to the Minister of Entrepreneurial and Cooperative Development, who appoints all the members of the MARA Council. Besides state-level offices in the 13 states of Malaysia and the Federal Territory of Kuala Lumpur, MARA operates three offices overseas in London, Washington, D.C. and another in Alexandria, Egypt.

1.2 VISION AND MISSION

The vision and mission for MARA:

Corporate Vision

To be an outstanding of trust, upholding the nation's pride

Corporate Mission

Spearheading the fields of entrepreneurship and investment to enhance holding of Bumiputra

1.3 OBJECTIVES

There are 4 objectives set of fairness:

1.3.1 Developing successful and innovative entrepreneurs

1.3.2 Producing a globalised human capital with integrity

1.3.3 Contributing to equity ownership

1.3.4 Simplifying the delivery system

1.4 STRATEGIES

1.4.1 i- entrepreneur

MARA offers loans to Bumiputra entrepreneurs, such loans may be repaid either in the conventional Western manner or in the style of Islamic banking, depending on the borrower's preference. MARA also offers entrepreneurship courses, vocational training, consultancy services, and assistance in marketing for Bumiputra entrepreneurs.

MARA constructs infrastructure, such as shop lots or factories, which are rented to Bumiputra entrepreneurs at a subsidized rate. These facilities are often constructed in towns or underdeveloped areas, to encourage further development there.

1.4.2 i- worker

MARA provide their worker with the internal programmers where community in MARA able share files and other information between each others. Then, their able to using technology to simplify and ensure all work able to complete in necessary date.

1.4.3 i- investment

MARA wills active participating in high impact business to ensure all bumiputra able to improve their standard of living and other financial sources. Besides that, MARA will helping real estate development, commercialization especially on MARA programmes to generate income of bumiputra. Then, MARA will improve the performance of companies under MARA towards maximizing profits

1.4.4 i- organization

An organization is a social entity, such as an institution or an association , that has a collective goal and is linked to an external environment. Beside, MARA provided loan their also provided education in level of higher education, secondary of education, skill and technical even education technology, entrepreneurship and investment to developing, facilitating and fostering the economics and social development in the federation especially in rural areas.





1.5 CLIENT CHARTER

The MARA community will always be committed towards providing quality and effective services with integrity to facilitate the delivery system. We pledge to carry out responsibilities that have been trusted upon by ensuring:

- 1.5.1 Completed applications for Business Financing, Education Loan and Entrepreneurial Training Programme are decided upon within a period of 14 days.
- 1.5.2 Completed applications for Premise Tenancy are decided upon within a period of 14 days from the closing date of the advertisement.
- 1.5.3 MRSM Intake Result are released as follows:
 - a. Form 1 – 30 days after the last days of the test and interview session.
 - b. Form 4 – 30 days after PMR results are announced
- 1.5.4 MARA Higher Education Institutions (IKM, KKTM, KPM, GMI, KPTM and UniKL) Intake Results are released within a period of 30 days from the application closing date.
- 1.5.5 Payment of bills and claims are made within a period of 14 days from the submission of complete documentation by supplier.

1.6 MARA LOGO

TABLE 1.1: A GENERAL RATIONALE FOR MARA LOGO

SYMBOL	MEANING OF A SYMBOL
	<p>Wheel (14)</p> <p>Each flange represents a state in Malaysia to which MARA provides direct services and creates a network of entrepreneurial activities ventured by Bumiputera</p>
	<p>Opened Book</p> <p>Represents knowledge as the heart of a Thinking Organization which is MARA's vision of achieving progress and excellence in Entrepreneurship and Education.</p>
	<p>Opened Compass</p> <p>Represents MARA's efforts as a trustee to encourage, guide, train and assist Bumiputera in entrepreneurship towards creating a Commercial and Industrial Community</p>
	<p>Spanner and Screw</p> <p>Represents MARA's contributions in providing technology-based education and training from elementary to advanced level and developing skilled human resources for the nation.</p>



Romanized & Arabic Script of 'Majlis Amanah Rakyat'

Represents the continuity of MARA's image, an outstanding reputation whilst embracing Islamic values.

(Source: mara.gov.my/ on 6 march 2014)

Colour:

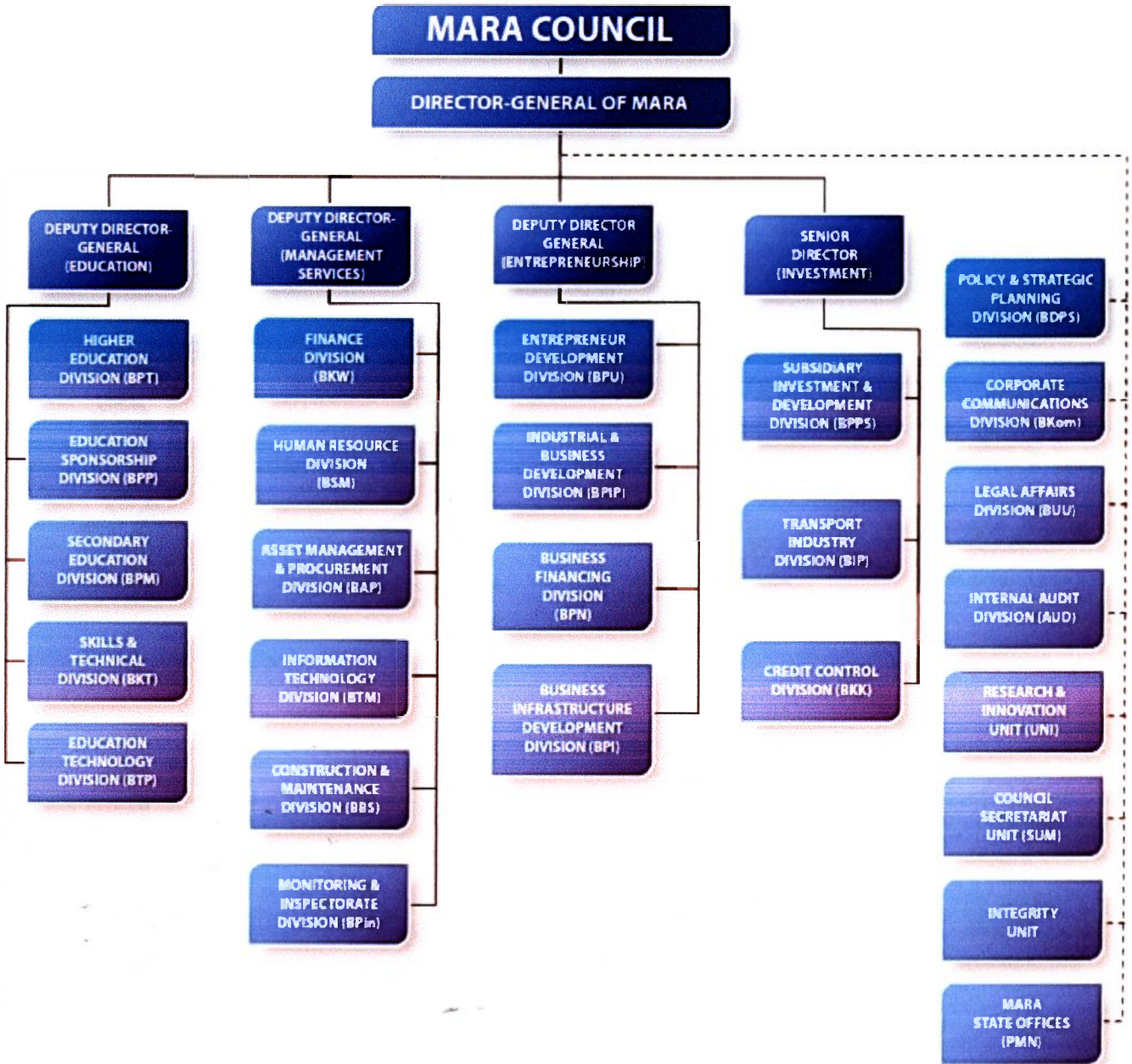
RED: Represent courage in moving forward to explore new opportunities.

BLUE: Represent noble vision and mission of this eminent trustee entrusted to improve the status and dignity of the people.

BLACK: Represent integrity and determination to continuously assists the bumiputra

1.7 ORGANIZATION STRUCTURE

Figure 1.1: ORGANIZATIONAL STRUCTURE



(Source: mara.gov.my/ on 6 march 2014)

FIGURE 1.2: MARA COUNCIL MEMBER 2012-2015

MARA COUNCIL MEMBERS 2012-2015



YB TAN SRI DATUK SERI PANGLIMA ANNUAR BIN HAJI MUSA
CHAIRMAN
19 July 2013-18 July 2015



YBHG. DATUK IBRAHIM BIN AHMAD
DEPUTY CHAIRMAN/DIRECTOR-GENERAL
24 November 2012-23 November 2014



YBHG. DATUK SERI IBRAHIM BIN MUHAMMAD
SECRETARY GENERAL
Ministry of Rural And Regional Development
16 December 2012-15 December 2014



YBRS. NIK AZMAN BIN NIK ABDUL MAIM
DEPUTY DIRECTOR GENERAL (POLICY)
Economic Planning Unit
Prime Minister's Department
11 January 2014-10 January 2016



YBHG. DATUK DR. HAJI YUSOF BIN HAJI YACOB
23 July 2013-22 July 2015



YBHG. DATUK HAJI ARIES BIN SAMSUDIN
2 February 2013-1 February 2015



YBRS. NAZIR HUSSIN BIN AKHTAR HUSSIN
2 August 2013-1 August 2015



YBHG. PROF. EMERITUS DATO' DR. ABU AZAM BIN MD YASSIN
21 August 2013-20 August 2015



YB KAMA NORIAH BINTI HJ. IBRAHIM
4 September 2013-3 September 2015

(Last Updated: 17/2/2014)

(Source: mara.gov.my/ on 6 march 2014)

FIGURE 1.3: MARA MANAGEMENT 2014

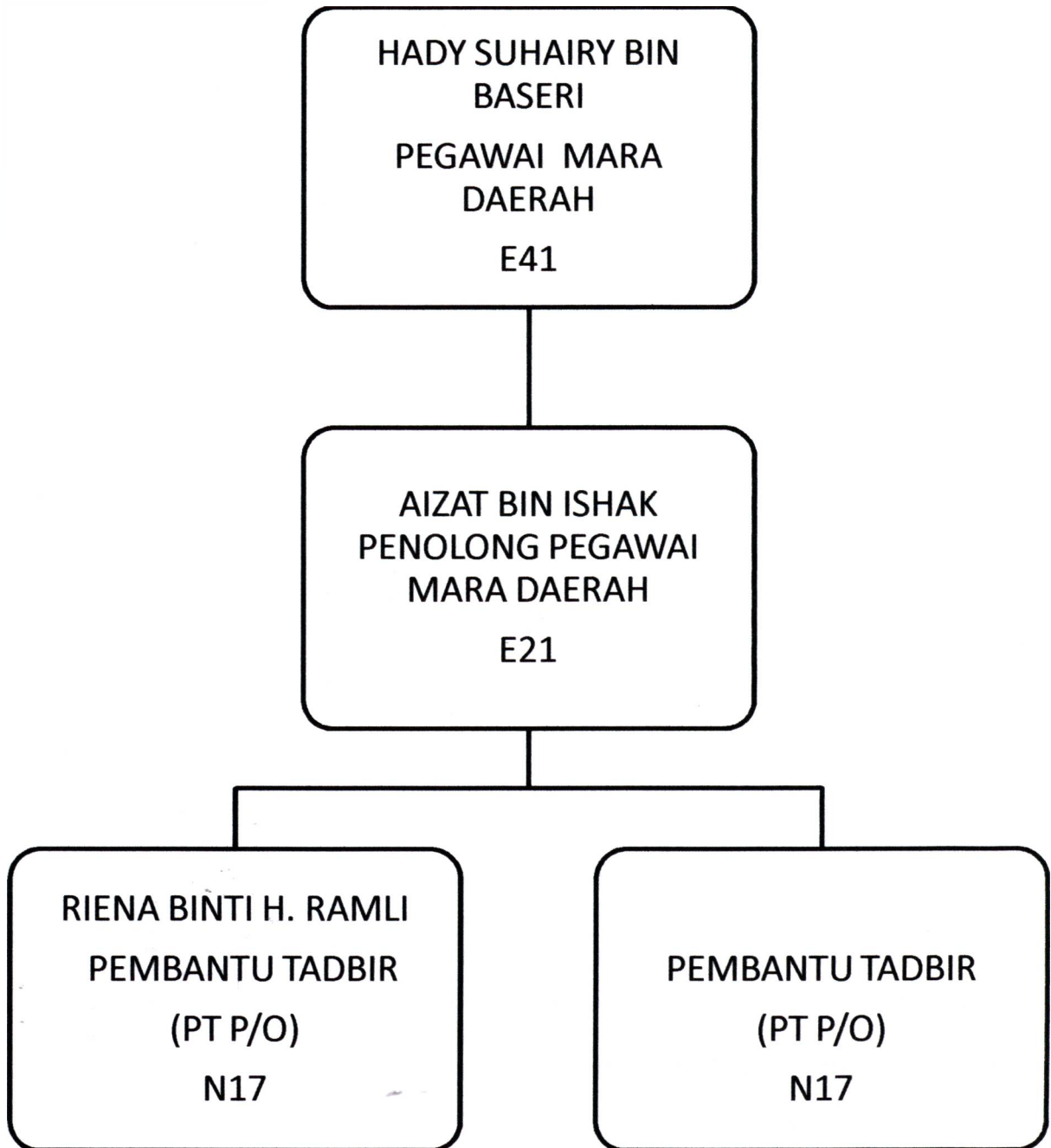
MARA MANAGEMENT 2014

 <p>YBhg. Datuk Ibrahim bin Ahmad Director General of MARA</p>				
 <p>Abdul Rashid bin Mohd Said Senior Director of Investment</p>	 <p>Azmi bin Mohamad Deputy Director-General (Education)</p>	 <p>Salmah Hayati binti Ghazali Deputy Director-General (Entrepreneurship)</p>	 <p>Zanudin bin Ab. Rahim Deputy Director-General (Management Services)</p>	 <p>Mahzan bin Atan (Acting as)</p> <p>Senior Director of Higher Education</p>
 <p>Mohd. Fadzil bin Ghazali Director of Vocational & Technical</p>	 <p>YBhg. Datin Junaidah binti Abdul Majid Director of Policy & Strategic Planning</p>	 <p>Mahzan bin Atan Director of Secondary Education</p>	 <p>Hassan bin Mohd Amin Director of Industry & Infrastructure Development</p>	 <p>Hamichan bin Zain Director of Finance</p>
 <p>Fuziah binti Ahmad Director of Monitoring & Inspectorate</p>	 <p>Rabiatul Adawiyah binti Ismail Director of Legal Affairs</p>	 <p>Rosni binti Zainal Abidin Director of Credit Control</p>	 <p>Megat Zakaria bin Mgt Ahmad Director of Human Resources</p>	 <p>Latifah binti Ahmad Director of Educational Technology</p>
 <p>Dr. Nor Aini binti Aziz Director of Research & Innovation</p>	 <p>Azhar bin Abdul Manaf Director of Entrepreneurial Development</p>	 <p>Abdul Halim bin Abas Director of Education Sponsorship</p>	 <p>Rohayah binti Mohd Zain Director of Corporate Communication</p>	 <p>Mohd. Kamal bin Ismail Director of Business Financing</p>
 <p>Adilah binti Hassan Director of Construction & Maintenance</p>	 <p>Mohammed Satari bin Hashim Director of Information Technology</p>	 <p>Mohammad Khatib Saddaly bin Sulaiman Director of Asset Management & Procurement</p>	 <p>Ismail bin Abdullah Director of Transport</p>	 <p>Zuhri bin Osman (Acting as)</p> <p>Director of Investment & Subsidiary Development</p>
			 <p>Director of Internal Audit</p>	

(Last Updated: 11/4/2014)

(Source: mara.gov.my/ on 6 march 2014)

1.8 DETAIL STRUCTURE OF STAFF AT PEJABAT MARA DAERAH KUALA SELANGOR.



For “Pegawai Mara Daerah”, he need review of application received for applicant and find credit search (CTOS) for the borrower and guarantors to ensure all information with wisely. Then, PMD also need contact the applicant to set date and time of interview and investigation visits to the premises of the applicant to ensure their business with loan provided from MARA. Besides that, he needs to prepare executive reports to evaluate by top management in Head Quarter MARA and need endorse the documents presented by the applicant after getting permissions from other PMD in area Selangor and permission from Director of MARA. For “Penolong Pegawai Mara Daerah”, he need helping his top management and take over PMD duties if PMD outstation or going to settle formal visit to premise of applicant.

Then for “Pembantu Tadbir” , she need to receive an application form from applicant and re check if applicants missing certain important form or document. After received the application form, she need to records of all applications and funding if on that day have payment receives for customer. Next, she need to register the application in the online system under MARA to ensure all information been update and record for each application. Besides that, she need to help PMD and “Penolong PMD” to find Credit search (CTOS) for the borrower and guarantors and open news file for keep all agreement and application between the borrower, guarantors and MARA, it will help the PMDKS to keep and secure all the information from jurisdiction action if anything bad happen on the agreement. Then, she needs to prepare a memo to the PMN or PMD for funding to submit a completed process to ensure top management will get the same information whether the Head Quarter or Pejabat Mara Daerah in avoiding unethical action or corruption.

CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING.**2.1 WEEK 1 (22/1/14 – 24/1/14)**

On the first day of practical training, I have to report to “Pejabat Mara Daerah Kuala Selangor” (PMDKS) as practical student from Universiti Teknologi Mara (UiTM) Samarahan Campus started on 22/2/2014 until 28/2/2014 to PMDKS assistant, Mr. Aizat bin Ishak. As practical student, I have been asked to send a fax to the UiTM about presence there. Then I was given an Office Assistant Table File by Mrs. Riena bt H. Ramli. The information contained in the files of the important task should be undertaken by workers whether full time, part time even practical student in PMDKS.

In addition, I was also introduced to the “Majlis Amanah Rakyat” (MARA) especially on the diversity of loan and facilities granted by MARA. I also was taught by Miss Nur Fazlyanna of facilities and action upon receiving our customers. She also practical student from “Politeknik Sultan Idris Shah (PSIS). This is because both of us have been places at the customer service counter. It was the new experience in working life and help me in gain more knowledge.

Next day, I continue my work in enquiry system to update the information and write down on Microsoft Excel to ensure all data be written down. Besides that, I also need to fulfill the payment form to ensure all data must correct and accurate based on the information on system and it must according to information given by our beloved customer. I help receiving the letter from postman and stamp with MARA logo. It was

invitation from private company to invite “Pegawai MARA” to come along during the event. After stamp the letter, I need to key in the data on the folder ‘letters receive’ and give to Mr. Aizat for confirmations attend the event.

It was the last day for completing the enquiry system on the first stage. On the Friday morning, I already had done with the enquiry system. Then I need to copy the data on pen drive and keep the hardware of original information. After done with the enquiry system, I helping Miss Fazlyanna with glue the stamp on envelope and post to our beloved customer and their guarantor.

We also receive many customer want to pay their borrowing and fees registration of MRSM for form 1. Besides that, I also need to write down on “ Kertas Minit” depend on name and code of file system even I need to organize back the filling system.

2.2 WEEK 2 (27/1/14 – 30/ 1/14)

In the Monday, I continue doing the same work, glue stamp on envelope to post it toward our customer and their guarantor. Then I need to link with enquiry system to ensure all information about their address, number account and name of customer and guarantor are correct. Usually in the morning, I need to find file at filling room to put the other related letter based on the priority and write down on “Kertas Minit”. Besides that we also grateful of welcome the customer to settle down their debt especially on borrowing. Then I also receive money for paying fee registration of MRSM for form 1.

I need to add new information of the Microsoft Excel according to the enquiry system especially on balance of debt and amount need to pay every month by our customers. After the update the database between the customer and guarantor, I need to record on filling system to ensure all data always be up to date. Next, I need to organize all the form on cupboard to ensure all form on the right place to easy the work on future. I also helping Mr. Aizat on organize the plan of gazette MARA and other information. After that I need to calculate all the letter need to be send to our beloved customer and their guarantor to ensure all letter correct with the amount of file letter out. After done with counting the letter, I and Miss Fazlyanna need to send into the box post office near to MARA branch.

Besides that I need to complete all information for enquiry system and save it on computer. After done with that, I need to write down on ‘kertas minit’ for letter in and out. After that I and Miss Fazlyanna helping Mrs Riena organize the information chart on

organization board. I also need to buy item at nearest shop such as stationary with Mrs Riena. Then we need to clean up and organize all the information chart on board before I and Miss Fazlyanna need to return back several item to nearest shop in helping owner to claim to MARA branch in future.

Next, I am helping in organize the filling system to ensure all file in good and organize condition. Besides that, I need to fulfill the payment form to ensure all customer able to understand and complete the education form. I need to always to check and make sure the payment form enough to fulfill by customer. By that, I need to print out, photocopy and cut all the payment form and put it in box at customer service counter.

2.3 WEEK 3 (3/2/14 – 7/2/14)

In the third week, I welcome the new student practical form UiTM Shah Alam, Miss Azimah bt Zainol Abidin I and Miss Fazlyanna happy having new friend on that day, we glad and give Miss Azimah warm welcome to MARA branch Kuala Selangor and we also offer if she need help for first day as student practical at PMDKS. Usually on the morning, I need to register all the letter receive and write down on 'Kertas Minit'. I also need to find the file according to the reference number and keep it at the file room. Then I given 'Surat Peringatan' by Mr. Aizat to photocopy and put on envelope. Besides that, Mrs. Riena helping me on list down all the data and put on file 'letters receive' to ensure the efficiency of job. I also need to put all the letter on envelope and put it on wardrobe of letter receive.

Next, I and Miss Azimah need to organize all the file al file room to ensure all file be organize according to their number and list name of customer at front of wardrobe. It will help me and other staff to find the correct file according to their number reference without wasting time. on this week, we receive customer want to pay their children fee if MRSM. Unfortunately, PMDKS receive instruction from MRSM Head Quarter for don't receive any payment because afraid of incorrect number of account for each student. Then I helping Miss Azimah in receiving fax and taught about photocopy machine especially when receiving fax from outside of PMDKS and we always welcoming customer on paying their borrowing. Next I need to help Mr. Aizat in scan document in PDF format and save in computer and I need to call our beloved customer to take their cheque. Several of them unable to take the cheque on this week because limitless of time,

if have customer came to take their cheque, we need to ensure their bring company stamp and complete the form of 'Surat Akuan Penerimaan Cek' to help in keep the information on our file. Besides that, I need to upgrade the new data about tenant on MARA building in district Kuala Selangor such as in area Kuala Selangor, Tanjung Karang, Sungai Buloh and Bandar Melawati.

Besides that, I also need to send a fax about invitation of GEMS under instruction of Mr. Aizat and helping Mrs. Riena on scanning document in GIF format and save it on computer. After that, I need to keep the MEMO on 'Fail Timbul' and ' Fail Faksimili'. Then I need to call customer to inform them about their borrowing and other information needed by them, it will help them to settle their debt and avoid blacklist according to MARA system. Next, I helping Miss Fazlyanna in ' Fail Lejar' based on system in computer to complete her task. Besides that, we always need to help several customer to fulfill their payment to easy for Mrs Riena or Mr. Aizat to print out the receipt.

2.4 WEEK 4 (10/2/14 – 14/2/14)

Fourth week at PMDKS, I need to stamp all receiving letter according to date and need to put on file based on their own code and name of item. Before put back the file at file room, I need to ensure all data been record on 'Kertas Minit'. Besides that I need to pass cheque to customer if they paid more than the actual amount. I also helping Miss Fazlyanna receiving utility bills for PMDKS and call customer to take letter of confirmation and all document needed by customer. Usually when customer came to take the cheque and testimonials receipt of cheque, we need to photocopy for our PMDKS record.

Next, I need to edit the farewell letter to put on souvenir for staff at Head Quarter for appreciation of their service with MARA. I also helping Mrs Riena buying stamp and pay utility bill at nearest post office in Tanjung Karang to easy their job on glue it on envelope. After that, I need to help customer on E- Pendahuluan form to ensure all information been fulfill and ensure the education loan going on track. During office hour, if we send fax to top management about anything related with PMDKS, we must keep the letter on 'Fail Faksimili' for our record in PMDKS.

On this week we receive reservation from Lincoln University Collage for rent our meeting room for interview their candidates. After they done with the interview, I receiving money of renting meeting room from one of representative of Lincoln University Collage. Besides that, I need to write down the payment form based on the number of cheque after Miss Azimah check and record it on MARA system. If I and Miss

Azimah have time, Mr. Aizat will taught and gives more information about loan and necessary document for each complete form. Besides that, we also learn about SPIKE, SPIM, SEMAI and OKU loan provided by MARA organization.

Then I need to photocopy business contract for our report and information to our beloved customer for any payment or question about loan provided by PMDKS. Next, I helping Miss Fazlyanna in enquiry system and key in all data based on information given by customer. Besides that, I also need to photocopy SPIKE contract to help the contact can proceed to agreement between contractor and government agencies.

2.5 WEEK 5 (17/2/14 – 21/2/14)

In this week. I need to continues my job in enquiry system for loan below RM 20K. Besides that, I also need to call 'Majlis Daerah Kuala Selangor for confirmation on SPIKE contract. It related with government agencies where any contractor received contract or any construction with government agencies. Then I and Miss Fazlyanna need to find counter receipt to help Mrs Riena on key in the data about payment by our customer. I also help customer to fulfill the payment form and to ensure all data in right and complete data. Besides that, I need to photocopy contract for our record on file Pejabat Mara Daerah Kuala Selangor. Usually for all day, we will receive and serve our beloved customer for any payment and question about type and other information about any loan.

Besides that, I need to register any letter whether in or out and keep in file according to their code and name of customer. After that, I need to renew the paper for cover the file 'Lajer Penyewa' and 'Daftar Fail' I also received call from customer where their asking about the balance of payment and recheck their last payment. Next I need to record a cheque receiving on 'Fail Pembiayaan' based on the name and number of account and we welcoming our beloved and receive payment from customer whether for education or business. Sometimes customer also will ask about the balance of payment and schedule of payment based on their loan. Besides that, I also need to keep a document received from Pejabat Pembangunan Daerah Sabak Bernam and Kuala Selangor on facsimile file. I also help Miss Fazlyanna to call Majlis Daerah Kuala Selangor for confirmation about SPIKE contract. Besides that, I need to call customer to confirm about their cheque and

need to permission to bank in the cheque. Then I help Mr. Aizat to send fax to Pejabat Pembangunan Daerah Sabak Bernam and Kuala Selangor to ensure all data will received by them. Besides that, Pejabat Mara Daerah Kuala Selangor also received many contract confirmation from Head Quarter, Shah Alam to next procedure.

2.6 WEEK 6 (24/2/14 – 28/2/14)

In this week, I received payment from customer to settle down their loan with MARA. Usually they will pay the payment within cash than cheque. It will be easy for us to print out the receipt as proof of the payment loan. Next I receive call from customer asking about education loan and the amount they need to pay every month. Sometimes as customer, they will ask us with several questions such as payment of rental at the store owned by Pejabat Mara Daerah Kuala Selangor and their account especially about monthly payment, balance of payment and type of loan. Next I need to print out list of customer with assistance, Mr. Aizat. A list name of customer will provide us with several information especially amount outstanding, balance of payment and monthly payment. Besides that, I need to print out MEMO or 'Surat Peringatan' from Pejabat Mara Daerah Kuala Selangor toward our beloved customer and their guarantor.

Besides that, I also need to register letter whether in or out and record on 'Kertas Minit' and keep at file room. Next, I need to write down for application letter home early to ease my application letter name early to ease my application and record for Pejabat Mara Daerah Kuala Selangor. Then, I need to exchange address of customer on system with assistance, Mr. Aizat to ensure all information of customer will always update and ensure any letter from Pejabat Mara Daerah Kuala Selangor will be received by customer. I also received fax application for rent meeting room at Pejabat Mara Daerah Kuala Selangor. Next, I need to call tenant in the building owned by Pejabat Mara Daerah Kuala Selangor because we want duplicate key for each premise to storage Head Quarter. After that, I received money and cheque from customer for education and business loan to ensure

their don't have outstanding balance and to avoid blacklist name on MARA system. Next, I help Miss Azimah to call customer for confirmation about their payment in term of cheque especially for discharge it.

I also need to helping call Mrs. Muliayana from Majlis Daerah Kuala Selangor for confirm percentages of job been done by contractor, where them get financing from Pejabat Mara Daerah Kuala Selangor. Next I need to photocopy and register all 'Surat Peringatan' on Pejabat Mara Daerah Kuala Selangor folder in computer. I also help Miss Fazlyanna to photocopy identification card to ensure all information of customer been complete. Besides that, we also received payment heirs of borrowers when the borrowers already passed away. Next I need to post a notice about working hours of any business on next week (Monday) on the front door Pejabat Mara Daerah Kuala Selangor. After that, I was helping Miss Azimah to counting money for last day of this week to ensure all money in correct amount. I also help Mr. Aizat to pick up document at file room and fulfill the receipt of cheque to easy on transaction with the bank. Next I need to write a letter for customer to helping on any transaction with the bank by assisted Mr. Aizat and we also need to decide a present to give to Mrs. Riena to congratulation the new born.

CHAPTER 3: ANALYSIS

In this chapter, I will analyze practical report and the routine of work that the trainee was assigned to. This chapter will be discussing on the application of theory applied in every aspect in the work done. All the theory that are about to being discuss are being applied to the daily work routine in the workplace which includes management theory, office management theory and public relation theory.

3.1 Task Analysis

The counter service is one of the central elements in administration work. The counter service work includes handling (making and receive) phone-call, assisting clients, retrieval items such as letters, faxes, memoranda and parcel and other receptionist works. Our task is to send faxes to outside organization, processing documents, photocopying documents and retrieving incoming letters, parcels and so on.

Counter service is main important that shows the first impression about the organization. The main important part and personnel that deal with first impression of customer direct communication process with client is a front – line personnel or counter service personnel. Customer contact requirements are measurable performance levels or expectations that define the quality of customer contact with representative of an organization.

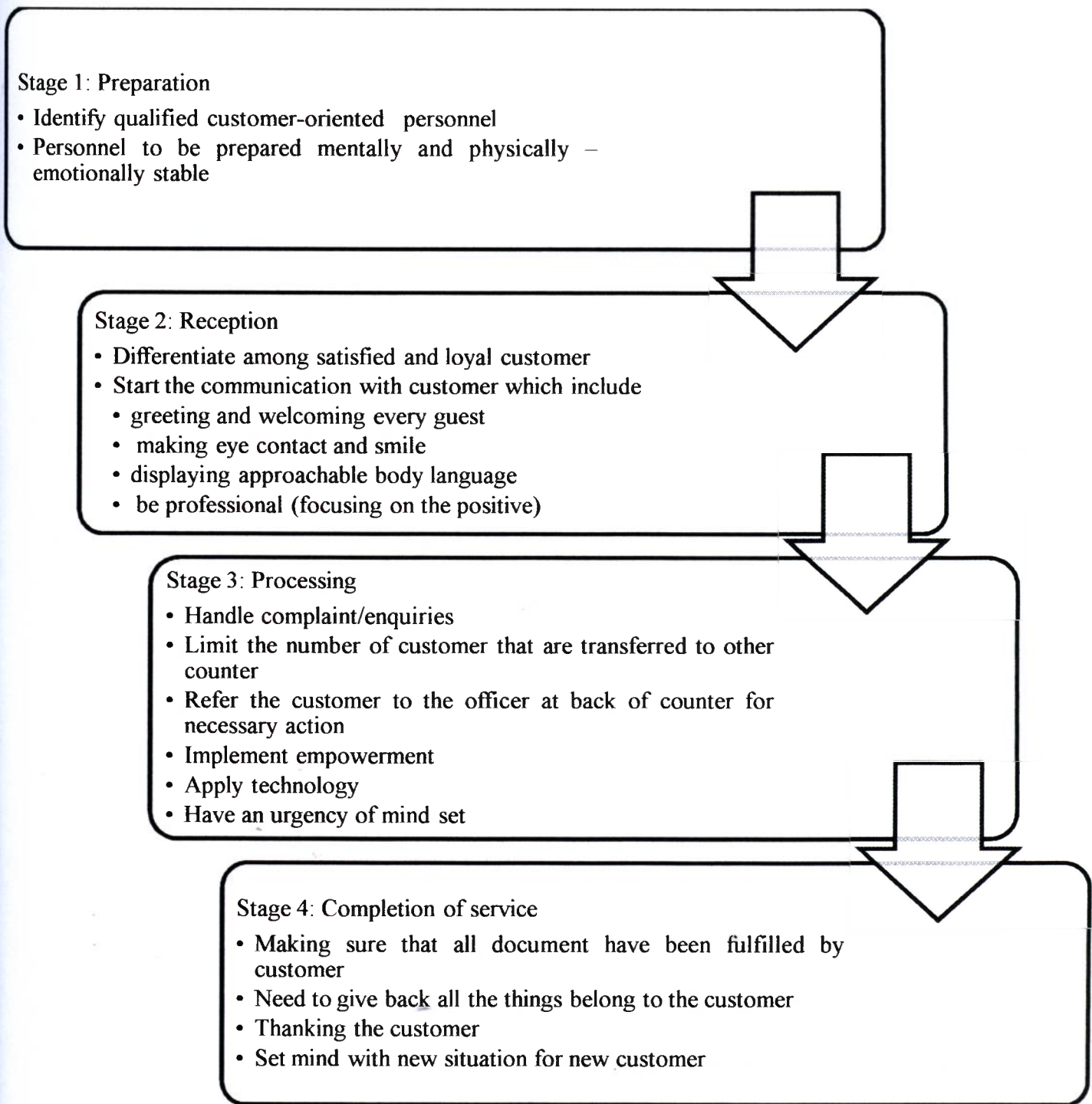
Features of counter service:

- 1) Knowledgeable counter service personnel in charge.
- 2) Accurate, familiar & informative notice board.
- 3) Established data base & technology.
- 4) Enquiry counters.
- 5) Waiting area & enough space to complete the job at the counter.

3.2 Quality Management Theory

During practical training, I am able to adopt the process when deal with people especially moment of truth (MoT) on counter service. Moment of truth is the moment when a customer first comes in contact with the people (employee of a company), people, systems, procedures or products of an organisation. This will lead to the judgement about the quality. Success depends in many instances upon the moment when customers and employees interact. Besides that, I able to understand and implement the counter section during in counter service.

Figure 1.4: The Process of Counter Service



(Source: The Management and Control of Quality, 6th Edition, James R. Evans William M. Lindsay, 2005)

3.3 Management Theory

Democratic leadership, also known as participative leadership, which members of the group take a more participative role in the decision-making process. Besides that, this leadership style is usually one of the most effective and leads to higher productivity, better contributions from group members and increased group morale.

Characteristics of Democratic Leadership

- Group members are encouraged to share ideas and opinions, even though the leader retains the final say over decisions.
- Members of the group feel more engaged in the process.
- Creativity is encouraged and rewarded.

Benefits of Democratic Leadership

- Group members are encouraged to share their thoughts, democratic leadership can lead to better ideas and more creative solutions to problems.
- Group members also feel more involved and committed to projects, making them more likely to care about the end results.
- Democratic leadership leads to higher productivity among group members.

This happens especially when new proposals want to get permission from the Head Quarter, management offices need to get all official permission from each Pejabat Mara Daerah to agree on that proposal. It helps them in better management and effective and efficiency decision in the future.

(Source: Fundamental of Management, 2nd Edition, Danny Samson Richard L. Draft, 2005)

3.4 Public Relation Theory

At counter service I also act as public relations (PR) for the organization. Public relation are the practice of managing the spread of information between an individual or an organization and the public. Public relations may include an organization or individual gaining exposure to their audiences using topics of public interest and news items that do not require direct payment. The aim of public relations by organization often is to persuade the public, investors, partners, employees, and other stakeholders to maintain a certain point of view about it, its leadership, products, or of political decisions. Common activities include speaking at conferences, winning industry awards, working with the press, and employee communication. It helps me in improving my communication skill and confident level especially when communicate with public.

(Source: The McGraw-Hill Companies, Inc.2007)

3.5 Ethics in Administration Theory

It happen on Pejabat Mara Daerah Kula Selangor especially when their deal with several proposal for public facility such as reconstruction of playground and road. Most of staff play their own role to settle down the problem be a good governance.

Good governance is an indeterminate term used in international development literature to describe how public institutions conduct public affairs and manage public resources. Governance is "the process of decision-making and the process by which decisions are implemented or not implemented". The term governance can apply to

corporate, international, national, local governance or to the interactions between other sectors of society.

The concept of "good governance" often emerges as a model to compare ineffective economies or political bodies with viable economies and political bodies. The concept centers on the responsibility of governments and governing bodies to meet the needs of the masses as opposed to select groups in society. The term good governance can be focused on any one form of governance, aid organizations and the authorities of developed countries often will focus the meaning of good governance to a set of requirements that conform to the organization's agenda, making "good governance" imply many different things in many different contexts.

The concept of good governance:

- transparency
- responsibility
- accountability
- participation
- responsiveness (to the needs of the people)

By linking good governance to sustainable human development, emphasizing principles such as accountability, participation and the enjoyment of human rights, and rejecting prescriptive approaches to development assistance, the resolution stands as an implicit endorsement of the rights-based approach to development.

(Source: Ethics and The Conduct of Business, 4th Edition, John R. Boatright, 2003)

CHAPTER 4: RECOMMENDATIONS

4.1 Introduction

In this section, the subject to be discussed is the recommendation and suggestion for the improvement that is needed to be brought in for the organization.

After six week in experiencing the internship experience in Pejabat Mara Daerah Kuala Selangor, we as a trainee have learnt more about the real working situation, especially the office that we attached to. That includes attendance, working attire, work ethic, job responsibility, punctuality, discipline and other. All this new working experiences has improved our previous personality as a student. Job or task also need to be done in exact due date given. We also learn how to connect and interact with other people and organizing an activity for the organization. This experience has gives us the value of commitment that every alls employees need to hold up to in order to maintain quality job performance and job responsibilities.

During the practical training, we got to meet not only people inside the organization but also outside the organization. Inside the organization, we were having an opportunity to establish link and network with the supervisor and staffs of the office. Besides, we also network with people from other outside organization. This opportunity can be used for future reference before entering the real working world. Furthermore, after experiencing industrial training, it can be used as working experience in the resume before applying for the job in future after graduating. It is important to maintain established and good connection with people especially with the supervisor, other personnel and co-worker.

The supervisor can act as a referee in the resume's reference. Therefore, connection can benefit and supports us in the future time.

4.2 Strengths

4.2.1 Job responsibilities

Every employee has their own job responsibilities. That includes all of the personnel in the organization. Each of them are aware of their job responsibilities properly manage their work. The leader plays their role in leading and provides order and instruction to their subordinate. The subordinates then execute the job or task given within the duration that was given by their leader. To maintain systematic work flow, each department were assigned to deal with various works and fields. For example, the financial section is dealing with budget and wages increment and the administration section deals with administrative work. This is to ensure smooth operation, maintain security and confidential and provide back up during the case of emergencies.

4.2.2 5S Implementation

Good environment can be created in the work place. Therefore, the implementation of 5S is important. 5S help to create systematic, productive and conducive environment in an organization. It helps to organize the working environment and office environment and avoid complexity in dealing with work. For example, tagging and labelling of office

properties and filing record. This is to ensure systematic use of the properties and provide easy access to the files record. Therefore, 5S implementation helps to produce effective and productive workers.

4.2.3 Effective Communication and Interaction Skills

Communication is one of the important elements that are needed in dealing with everyday work basis. Proper communication provides efficiency and effectiveness in dealing with staffs, higher authority and outsider. Pejabat Mara Daerah Kuala Selangor daily work always dealing with various people and therefore effective communication is their priority in order to provide the best service to the people who go and deal with them. Besides that, the interaction skill between the superior and other co-worker are efficient. The distributions of information are through various methods which include meeting, electronic mail or e-mail, and face to face communication. To maintain a good interaction skill, they will organize events and organization activities.

4.3 Weaknesses

4.3.1 Improper Database Storage

The organization having difficulty in maintain proper database storage because there is no proper database software being applies. This is because of the low awareness of the IT usage in the organization. The office still using the basic software such as Microsoft

word and excel to record in their data in database system. Besides that, the entry system for vote ledger is still being done in manually system. In this case, all the records are being written up manually to the book of vote ledger although the printed system has been introduced. The effect of this improper database storage is that it can cause overload work in managing the data manually and the data will easily erase or damage if there is technical error to the personal computer and the misplace of those data will occur.

4.3.2 Poor file update system

Although having a proper record management, this organization still having some problem on file update system. Updated file system is a routine work where all files are being update from time to time which is daily, weekly or monthly. This is to ensure all the files are being updated and to identify which files need to be retain, close or dispose. However, filing update system in this organization is being done only when they undergoing the audit checking or observation. The workload in managing those files will occurs and something it takes few weeks or even months to process and update the file for the archive and audit checking. These will slowdown other work that has to be dealt in time.

4.4 Major Challenges

Those are the major challenges that we faced during the five weeks of practical training period which includes:

4.4.1 Alignment of the job nature to the fields of study

During the practical training, we were assigned with various tasks in the department that we attached to. However, some of the task given was not aligned to the field of study. There is limited opportunity to experience the exact work nature of the study field which administration. Most of the task given are not required the study level of bachelor level. Simple task such as document processing, handling phone call, filing and other clerical work were given to the trainees. This will limit the potentials that the trainee has in their learning process. Thus, the trainees will have a difficult time to acknowledged and understand what is their roles in the organization once they become a fresh graduate who will seek job in future. Therefore, it is important for the organization both education institution and the organization for internship training to provide proper lists and guidelines of work nature that meet the standard level of the field of study.

4.4.2 Job Opportunities

Venturing job in the public sector nowadays is tough. This is because of the competitiveness from various universities around the nation who produce thousands of fresh graduates each year. This creates challenges for the fresh graduate job seeker to apply for the government position. Therefore, the process of gaining more knowledge

and sharpen various skills is needed to accommodate the job requirement in public sector. Besides that, work experience is also important. The practical training is the best way for student to experience the working environment and added needed experience that real job require after graduating.

4.5 Recommendations

The practical training program provides the best learning experience for the student to experience the working environment. The purpose of the practical training is to expose the student with working organization such as Pejabat Mara Daerah Kuala Selangor. Besides, this program also will strengthen the collaboration between the UiTM as the learning institution and the Pejabat Mara Daerah Kuala Selangor as the practical training provider

Being practical at Pejabat Mara Daerah Kuala Selangor is the best experience that we can gain. It exposed the real working situation where each task or job done has to be done according to the produces or guidelines. The practical training program equip the student with working experience, gain valuable knowledge and provide supplement skill for the preparation of job seeking in the future.

4.5.1 Proper Training Module for the Trainee

Pejabat Mara Daerah Kuala Selangor need to provide proper training program or module that suit the level of education of the trainee who wish to undergoing the their practical training in the organization. The module itself must be proper prepared by expertise who having the knowledge on the field of the study and on the nature of practical training program. The module must be aligning with the qualification or level of the study. By that, the students will understand their role and responsibility in their work that align with their field of study.

4.5.2 Task Assignment

To understand how the work of administration in an organization, the student need to practically do some job or task related. This is to ensure the student experience the process of executing task. However, some task given is not fully compatible where student need to fully utilize their skill and knowledge that they have learnt in classroom. This will limit the ability of the student to contribute and sharing their knowledge because Pejabat Mara Daerah Kuala Selangor giving only simple task and job to do. Then, it makes student less motivated because they were given the same task or job to do every day. Therefore, the students need to be given challenging task to do. This is to ensure that students will be able to sharpen their knowledge on administration and provide sufficient preparation for the real job world after graduating. It is recommended that student were given specific project or job related to their field during the practical training period. Therefore, the supervisor needs to provide the student will suitable task.

4.6 Recommendations to University Teknologi Mara (UiTM)/Faculty of Administrative Science and Policy Studies (FSPPP)

4.6.1 The Increase of Practical Training Period or Duration

In order to obtain more experience and knowledge, it is recommended that the period of the practical training program should be extent too much longer period. The current practical training only runs for six weeks time which is during the semester break in Semester 5. This limits the process of gaining knowledge and experience. Firstly, there are many subjects that are needed to be covered in the following semester. Secondly, as for the lecturer, they might having a difficult time to reschedule the study plan and all the procedures need to get consent from upper management. However, there is rationality for the faculty to suggest longer period or duration for the practical training program. This is to ensure student can get sufficient information, knowledge and skill during the practical training period in the organization of choices.

CHAPTER 5: CONCLUSION

5.1 Summary

Chapter 1 discuss on the organizational background of Pejabat Mara Daerah Kuala Selangor in details. The trainee has included the nature of organization, organization vision, organization mission and organization's function.

Chapter 2 provides the details of the job done and the nature of the task that is being performed during the practical training period. It is the summarization of the work done daily according to the logbook that is being provided by the university. This includes what tasks are being performed and how to process of task being done. The daily job is being recoded daily with the enlistment of given task by the supervisor. The purpose of the logbook is to ensure student records the job that they had performed and to promote discipline in recording the work activities.

Chapter 3 focus more on the task analysis of the work done by the student during the practical training. Most of the theories learn is applicable to the work that has been provided to the student. Student also has learnt what the benefits of the theories application and what are the consequences if the theories fail to be applied by the organization. The practical training experiences have equipped the student to be ready in the real job world. Besides that, the student has the chance to experience the responsibility as the public servant. All the work done must be accurate and free from any error.

Chapter 4 the further analysis of the theories applied in the chapter 3. It also contains the analysis of the strengths and the weaknesses that the student experience during the practical training. This chapter provides the view of what make them strong in their job performance and operating the organization's system. However, every organization has weaknesses. These weaknesses limit the some of the organization's function in some area. Improvement is the way of the organization to overcome those weaknesses. Therefore, it is important for Pejabat Mara Daerah Kuala Selangor to review those weaknesses and try to improve it by applying applicable solutions to solve those problems.

5.2 Reflections

In the conclusion, the experience of six weeks period of practical training starting from 22nd January until 28th February 2014 in Pejabat Mara Daerah Kuala Selangor gives a very valuable lesson. The trainee learns many new things in the working organization.

Firstly, the trainee has undergoing the learning process during the attachment of practical training in Pejabat Mara Daerah Kuala Selangor and to experience the working environment in there. The learning process includes the learning on how to do job or task given by the supervisor. Besides that, the trainee also learns how to manage the office work, using office equipment and facilities and how to solve problems or issues that happen in the office. This experience provide the trainees with a fundamental base on how to deals with work responsibility once the graduates and having a job.

Then, the trainees also experience the changes in their personality, attitude and behaviour. After attending the practical training, the trainees become more discipline and bounded by the rules and regulations. With the support for the management of the organization, the trainees have learnt the valuable principles that are being practiced by the organization. This is to prepare the student to the actual working day in future.

Next, through the practical training program, the trainee's communication and interpersonal skill have also improved. During the training, the trainee deals with different types of people every day. This required the proper communication and interaction skill to interact with them. The trainee apply has apply the proper communication skill that has been learn in the classroom to the organization. Proper communication skill also needs to be applied in dealing with people within and outside of the organization.

REFERENCE

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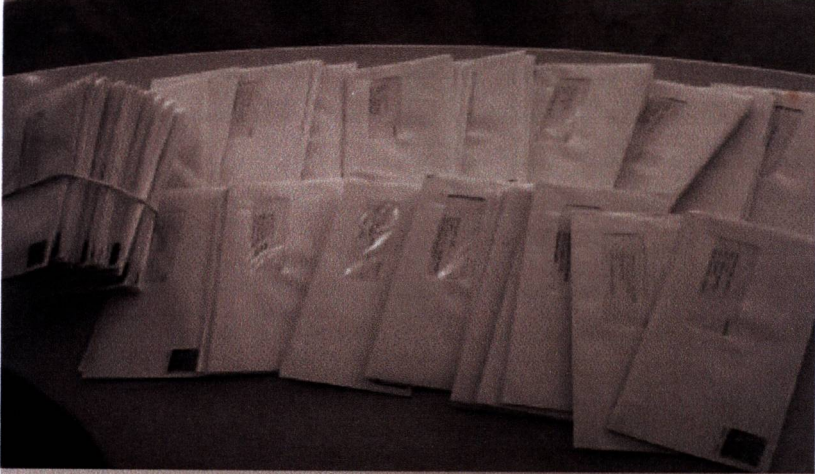
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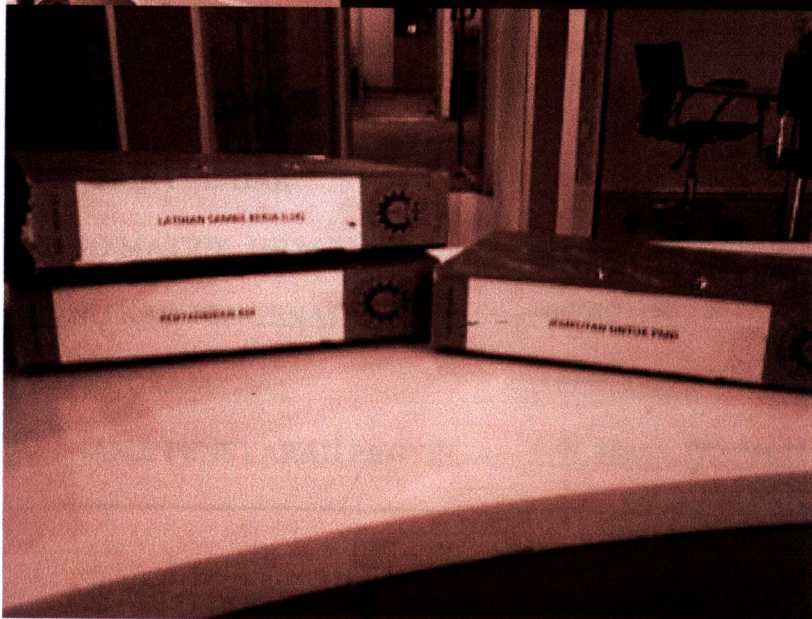
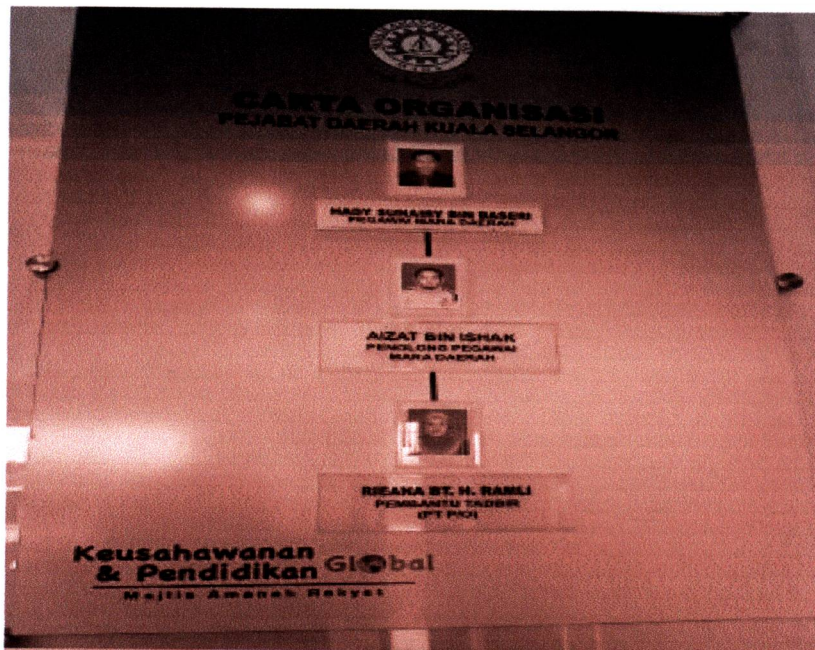
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APPENDIXES









FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA

BORANG PERJUMPAAN DENGAN PENYELIA
LAPORAN AKHIR PRAKTIKAL (ADS 666)

NAMA PELAJAR NURUL HAFIZHA BI KHALID

NO MATRIK UiTM 2011213216

NO KAD PENGENALAN 910910 -10 -5972

PROGRAM :AM228/AM225*

NAMA PENSYARAH PENYELIA Cik Noni Harianti bt Junaidi

* Pelajar dikehendaki mendapatkan tandatangan dari Pensyarah Penyelia Penyediaan Laporan Akhir Latihan Praktikal pada setiap kali pertemuan diadakan

Bil	TARIKH	MASA	TANDATANGAN	CATATAN
1	13/3/2014	1.30	gt	chapter 1
2	20/3/2014	10.00 -	gt	chapter 1
3	2/4/2014	9.45	gt	chapter 2
4	9/4/2014	8.00	gt	chapter 2
5	22/4/2014	10.00	gt	- chapter 2 - chapter 3 (discussion)
6	29/4/2014	10.00	gt	- chapter 1 (correction) - chapter 3 - chapter 4 - chapter 5
7	15/5/2014	10.00	gt	- chapter 1 - chapter 2 - chapter 3 - chapter 4 (correction) - chapter 5
8	21/5/2014		gt	- discuss & correction
9	5/6/2014	11.45	gt	correction report & discuss
10	6/6/2014	8.30	gt	correction report

* potong yang tidak berkenaan

Sila gunakan lampiran jika ruang sediada tidak mencukupi



UNIVERSITI TEKNOLOGI MARA SARAWAK

PRACTICAL TRAINING

LOG BOOK

1. Student's name: NURUL HAFIZHA BT KHALID

2. Date & Place of Birth: 10-09-1991

3. UiTM No.: 201213216

4. Program: SARJANA MUDA SAINS PENTADBIRAN

5. Year: 2002014 Part: 5

6. Home address: 129, JLN SGG 5/3 KG SG GULANG -GULANG
45500 TANJONG KARANG, SELANGOR

7. Address during practical training: 129, JLN SGG 5/3 KG SG
GULANG -GULANG 45500 TANJONG KARANG, SELANGOR

8. Place of training: PEJABAT MARA DAERAH KUALA SELANGOR
NO. 191 JALAN BESAR 45500 TANSONG KARANG, SELANGOR

9. Name of Supervisor in-charge: ENCIK AIZAT BIN ISHAK

10. Duration of training: From: 22-01-2014 to 28-02-2014

W1 - 22/1/14 - 24/2/14

W2 27/1/14 - 3

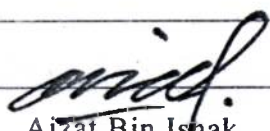
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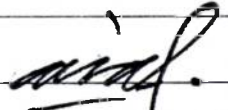
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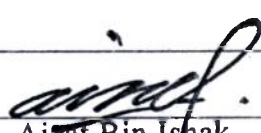
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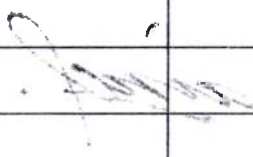
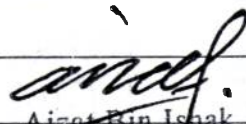
11. Remarks: (Dean/Course Tutor) W5

W6

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2014	<p>I have to report to 'Pejabat Mara Daerah Kuala Selangor (PMDKS)' as practical student from Universiti Teknologi Mara (UiTM) Kota Samarahan start on 22/1/2014 until 28/2/2014 to AMPKS assistant, En Aizat bin Ishak.</p> <p>On first day, as practical student, I have been asked to send a fax to the UiTM about presence there. Then I was given an office assistant table file by Riena bt H. Ramli. The information contained in the files of the important task should be undertaken by workers in PMDKS.</p> <p>In addition, I was also introduced to the Majlis Amanah Rakyat (MARA) especially on the diversity of loan and facilities granted by the MARA. I was also taught by Miss Nur Fazlyanna of facilities and action upon receiving our customer. She also practical student from Politeknik Sultan Idris Shah (PSIS). This is because both of us have been placed at the customer service counter. It was the new experience in working life and help me in gain more knowledge.</p>	<p style="text-align: right;">  Aizat Bin Ishak Pen. Pegawai MARA Daerah Kuala Selangor </p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS RE
11/1/2014	<p>I continue my work in enquiry system to update the information and write down on Microsoft Excel to ensure all data be written down.</p> <p>Beside that, I also need to fulfill the payment form to ensure all data must correct and accurate with the information on system and it must according to information given by customer.</p> <p>I help receiving the letter from postman and stamp with MARA logo. It was invitation from private company to invite Pegawai MARA to come along during the event.</p> <p>After stamp the letter, I need to key in the data on folder letter receiving and give to En Aizat for confirmation attend the event.</p>	 Aizat Bin Ishak Pen. Pegawai Kuala Selangor

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2014	<p>It was the last day for complete the enquiry system on first stage. On the morning I already done with the enquiry system. Then, I need to copy the data on pendrive and keep the hardware of original information.</p> <p>After done with the enquiry system, I helping Farlyanna with glue the stamp on envelope and post to our beloved customer and quarter. On that day, we also receive many customer want to pay their borrowing and fees registration of MRSM for form 1.</p> <p>Beside that, I also need to write down on "kertas minit" depend on file system and I need to organise back on filing system.</p>	 Aizat Bin Ishak Pen. Pegawai MARA Daerah Kuala Selangor

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS RE
11/2014	<p>On this day, I continue doing the same work, give stamp on envelope to post toward our beloved customer and guarantor. then I need link with the enquiry system to ensure all information about their address, number account and name with correctly.</p>	
	<p>On the evening, I need to find file at filing room to put the other related letter and doing the 'kertas minat'. beside that, we also grateful of welcome the customer to settle down their debt - special on borrowing. then we also receive money for fee registration of MRSM form 1</p>	
		 Aizat Bin Ishak Pen. Pegawai MARA Kuala Selangor

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
11/2014	<p>We need to add new information of the Microsoft Excel according to the enquiry system especially on balance of debt and amount need to pay every month. After the update the database between the borrower and guarantor, I need to record on filing system. To ensure all data always be up to date. Next I need to organize all the form on cupboard to ensure all form on the right place to easy the work on future.</p>	
	<p>During evening I help En Aizat organize the plan of gazette MARA and other informasi. After that, I need to calculate all the letter need to be send to our beloved customer and guarantor to ensure all letter correct with the amount of file letter out.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS RE
	After done with counting the letter, I and Fadzlyanna need to send and put the letter into the box near to MARA Branch.	
		Alzat Bin Ishak Pen. Pegawai M... Kuala Selangor

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2014	<p>On this day, I need to complete all information for enquiry system and save it on computer. Beside that, I also need to write down "kertas minit" for letter out and in. After that, I and Toalyanna help Pn Riena organize the information chart. I need to buy item at nearest shop such as stationery with Pn Riena. Then, we need to clean and organize all the information chart, I and Toalyanna need to return back several item to the nearest shop in helping the owner claim to MARA branch in future.</p>	
	<p>On the evening, I help in organize the filing system to ensure all file in good and organize condition. Beside that, I need to fulfill the payment form to ensure all customer able to understand</p>	

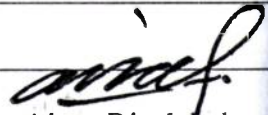
DATE

EXACT NATURE OF WORK DONE


SUPERVISORS REM.

and complete the education form.

Beside that, I need always check whether the payment form enough or not for customer. By that, I need to cut all the payment form to put on box at customer service counter.



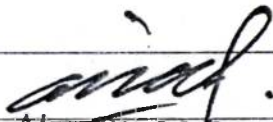
Aizat Bin Ishak
Pen. Pegawai M.A.S.A. DA
Kuala Selangor


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
11/1/2014	<p>On the date 30/1/2014, I need to complete the "kertas minit" to ensure all letter be register with each file of the filing system according to name of customer and file been register. Next, I need to organize the file system according to their code and number of accounts. On the evening, I need to complete the form and complete the form to ensure all payment done with smoothly. Beside that, we always need to find information needed by our beloved customer such as amount need to paid and date of expired of borrowing.</p>	<p> Aizat Bin Ishak Pen. Pegawai MARA Daerah Kuala Selangor</p>

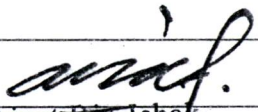
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REM
1/1/2014		

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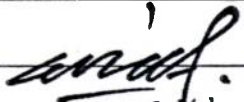
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NEW

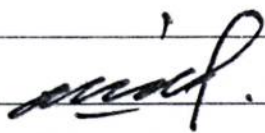
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
4/2014	<p>I need to register all the letter receive on that day and write down on "petas minit" After that, I need find the file according to the number reference and keep it at file room. Then, I give surat peringatan by En Aizat to photocopy and put on envelope. Beside that Pn Riema help me on list down all the date and put on file letter receive to ensure the efficiency of job. I need to put all the letter on envelope and put it on wardrobe of letter receive.</p> <p>Beside that, on this week I welcome the new student practical from UTM Shah Alam in Bachelor of Economics. She start her practical on 3/2/2014 and her name are Azimah binti Zainol Abidin</p>	 Alzar Bin Ishak Pen. Pegawai MARA Daerah Kuala Selangor

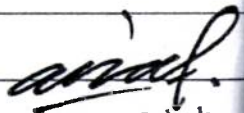
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REM
2/20/14	<p>On this day, I and Azimah need to organise all the file at file room to ensure all file be organise according to their number and correct list name of customer. It will help me and other staff to find the correct file according to their number reference.</p> <p>On the evening, we receive customer to pay the children fee of MKSM. Unfortunately, MARA branch receive instruction from MKSM Head Quarter for don't receive any payment because afraid of uncorrect number of account for each student. Then, I help Azimah in receiving fax and learn about photocopy machine especially when receive fax from outside, we welcome customer on paying their borrowing</p>	 Aizat Bin Ishak Pen. Pegawai MARA D Kuala Selangor

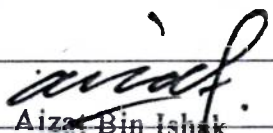
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2014	<p>On the morning, I need to register letter whether in or out and keep on their file according code and number of account. Beside that, I need to complete on write down the "kertas minit" for each letter receive. Next, I need help En Aizat in scan document in PDF format and save in computer. Then I need to fulfill the payment form according to information from the cheque.</p> <p>Beside that, I helping customer to fulfill the payment form and inform the customer about amount they need to pay and amount of debt.</p> <p>On the evening, I call our beloved customer to take their cheque. Several of</p>	<p style="text-align: right;"> Aizat Bin Ishak Pen. Pegawai MARA Daerah Kuala Selangor</p>

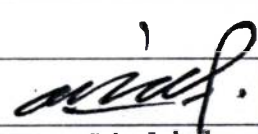
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2014.	<p>On the morning, I need to send a fax about invitation of GEMS under instruction En. Anot, After complete with fax, I need to write down "Kertas minit" according the title and need to keep according to their code and number of account. Then, I need to scan document of customer in GIF format. Next, I need to save it on computer and register all letter whether in or out for today. Beside that, I need to keep on the file according to code and number of account. I also need to keep the memo on "foll timbut" and "fasimile file".</p> <p>On the evening, I need to call customer to inform their about the borrowing and other information.</p>	

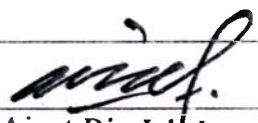
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>Beside that, on the evening, a customer came to MARA branch Kuala Selangor come to take their cheque. By that he need to complete the form of "surat akuan penerimaan cek" to help in keep the information on our file.</p>	
		<p> Aizat Bin Israk Pen. Pegawai MARA Daerah Kuala Selangor</p>

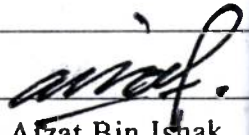
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2014	<p>on this day, I need to register all letter whether in and out for keep the outflow of letter in MARA. After that, I need to write down on "kertas minit" and keep the letter according to the code and number of account based on name of customer. Next, we welcome our beloved customer to settle down their borrowing to avoid black list according to MARA system.</p> <p>Beside that, I helping Fauzyanna in "lejar" system to complete her task. Then need to help several customer to fulfill their payment form to easy for our staff to print out the receipt.</p>	 Aizat Bin Ishak Pen. Pegawai MARA Daerah Kuala Selangor

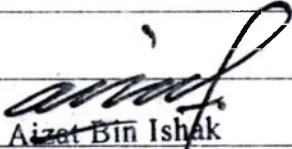
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS RE
2 / 2014	<p>On this day, I need to stamp all receiving letter and need put on file based on their code and some of them. Before put back the file at filing room, I need to record it on the 'kertas minit'.</p> <p>Then, I need to pass cheque to customer because they paid more than the actual amount. After that, I help Fastlyanna receive utility bills for this office.</p> <p>After done with that jobs, I need to call customer to take a letter of confirmation of the need of customer.</p> <p>On the evening, the customer come take the cheque and testimonials receipts of cheque and I need to photocopy for our MARA record.</p> <p>Then, I need to help customer to fulfill the payment form especially old folks.</p>	<p> Aizat Bin Ishak Pen. Pegawai MARA Kuala Selangor</p>

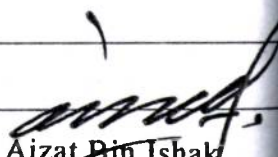
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
014	<p>On the morning, I need to edit the farewell letter to put on souvenir to top management at Head Quarter, Shah Alam. Then, I need to record all receive letter on computer and record on kertas mini and put at each filing folder at filing room.</p> <p>On the evening I need to buy stamp and pay utility bill at post office in Kajang to help Pn Rina. After that, I return back to MARA office and helping Asimah and Roslyanna put glue on the stamp and post the letter at nearest post office box. After that, I need to help customer on e-pendaftaran form to ensure the education loan going on track.</p>	<p> Aizat Bin Ishak Pen. Pegawai MARA Daerah Kuala Selangor</p>

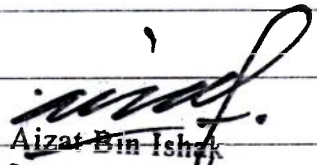
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2 / 2014 .	<p> firstly, I need to do record all letter receive and out on kertas minit and fill the form on the file according to the code and name of file and keep back at filing room. Next, I need to keep letter after send fax to top management on the facsimile file. After that, we welcome to our beloved customer to any business at MARA office. </p> <p> On the evening, I need to write the payment form based on the number of cheque. After done with that cheque and helping Azmah fill the payment form according to each cheque. I need to record letter receiving and out before back. at 5pm. </p>	<p>  Aizat Bin Ishak Pen. Pegawai MARA Daerah Kuala Selangor </p>


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
/2014	<p>On the morning, I need to complete the job that I leave yesterday. I record the letter of 'kerjasama' and keep it on filing room.</p> <p>After that, En Aizat taught me and Asmah about loan and needed of complete form. I learned about SPIKE, SPIM, SEMAI and OKU loan. Beside that, we also receiving customer from Lincoln University College to interview their student at our meeting room.</p>	
	<p>On the evening, I find the information to help me to understand more about MARA loan and other facilities. After that, I receiving money of renting to meeting room from representative Lincoln University College.</p>	
		 Aizat Bin Ishak Pen. Pegawai MARA Daerah Kuala Selangor

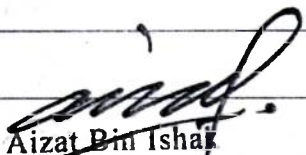
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12/20/14.	<p>On the morning, I need to photocopy business contract for our report and information to our beloved customer. Then, I need to serve our beloved customer for any payment or question about loan provided by pejabat MARA Daerah Kuala Selangor. Next, I help Fasyonna in enquiry system and key in data based on information given by customers. Beside that, I also need to photocopy SPIKE contract to settle down the contract and can proceed to agreement between contractor and government agencies.</p>	<p style="text-align: right;">  Atzat Bin Isnak Pen. Pegawai MARA Daerah Kuala Selangor </p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12.14	<p>On that day, I need to continue my job in enquiry system for loan below RM20k. Beside that, I also need to call Niglis Daerah Kuala Selangor for confirmation on SPIKE contract. It related with government agencies where any contractor received contract or any construction with government agencies.</p> <p>Then, I and Fealyanna need to find counter receipt to help An Riana on key in data about payment by our customer.</p> <p>On the evening, I help customer to fulfill the payment form to ensure all data in right and complete data. Beside that, I need to photocopy contract for our record in file Pejabat Mara Daerah Kuala Selangor.</p> <p>Usually, for all day, we will serve our beloved customer for any payment and question about loan.</p>	 Aizat Bin Ishak Pen. Pegawai MARA Daerah Kuala Selangor

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REM
8/2/2014.	<p>On the morning, I need to register any letter whether in or out and keep in file according to their code and name of customer. Then, I continued my job on enquiry system, especially for any loan below RM 20,000. Beside that, I need to renew the paper for cover the file 'dokter tail' and 'Lajer Penyewa'. I also need to received call from customer where they asking about the balance of payment and recheck their last payment.</p> <p>Then, I need to record a cheque receiving on 'tail pembiayaan' based on the name and number of account.</p> <p>Next, I welcoming our beloved customer and received payment from customer whether for education or business.</p> <p>Sometimes customer also will ask about the balance</p>	<p> Aizat Bin Ishak Pen. Pegawai MARA Daerah Kuala Selangor</p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>of payment and the schedule of payment based on their loan. Beside that, I also need to keep a document received from pejabat Pembangunan Daerah serbak Bannom dan Kuala Selangor on facimite file.</p>	
		<p> Aizat Bin Ishak Pen. Pegawai MARA Daerah Kuala Selangor</p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12/2014.	<p>I continues my job on enquiry system for loan RM 20,000 and below for any type of loan provided by Pejabat Mera Daerah Kuala Selangor. especially on expired date. Beside that, I also need to call majlis daerah Kuala Selangor to confirm contract especially when it related with government agencies. I also help Fozlyonna to call majlis Daerah Kuala Selangor for that confirmation about spike contract. Beside that, I need to call customer to confirm about their cheque and permission to bank in the cheque. During all day, I, Fozlyonna and Aaimah need to help customer and received payment for settle down their loan according to system.</p>	<p> Aizat Bin Isyak Pen. Pegawai MARA Daerah Kuala Selangor</p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
4/2014	<p>On the morning, I need to record all letter received whether in or out related with Pejabat Mara Daerah Kuala Selangor. Then I continued my job on enquiry system and key in all data about customer on Microsoft Excel.</p> <p>Then, I help En Aizat to send faksimile to Pejabat Pembangunan Daerah Sabak Bernam and Kuala Selangor to ensure all data will received by them.</p> <p>Beside that, I also need to welcoming our beloved customer.</p>	<p style="text-align: right;">  Aizat Bin Ishak Pen. Pegawai MARA Daerah Kuala Selangor </p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REM.
2/2014	<p>I need to complete my job on enquiry system on this day. During I complete that job, I also need to record any letter received whether in or out related with Pejabat Mera Daerah Kuala Selangor.</p> <p>During all days, we need to welcoming our beloved customer to any payment to help them in settle down the payment. I also need to help customer to understand their account and balance need to pay every month and total of balance. Beside that, Pejabat Mera Daerah Kuala Selangor also received contracts confirmation from Head Quarters Shah Alam. to next proceeding.</p>	
		<p><i>Aizat Bin Ishak</i> Aizat Bin Ishak Pen. Pegawai MARA Daerah Kuala Selangor</p>


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2/2014	<p>On this day, I received payment from customer to settle down their loan with MARA. Usually, their will pay the payment with cash than cheque. It will easy to us as payee to print out the receipt as proof of payment. Next, I receive call from customer asking about education loan, and the amount their need to pay every month. Sometimes, as customer, their will ask we with several question such as payment of rental at the store owned by Pejabat mera daerah Kuala Selangor, and their account especially about monthly payment, balance of loan, and type of loan</p> <p>on the evening, I need to print out list of customer with residence, En Amat. A list name of customer, with provide us with several information especially amount outstanding, balance of payment and</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS RE
	monthly payment. Beside that, I need to print out memo @	
	reminders letter of Pejabat Manaj	
	Anerak Kuala Selangor towards	
	our beloved customers	

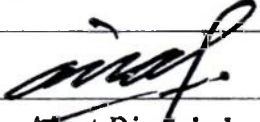
Aizat Bin Ismaik

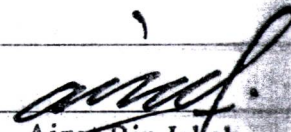
Aizat Bin Ismaik
 Pen. Pegawai MARA Daerah
 Kuala Selangor

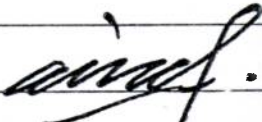
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
/2014	<p>On the morning, we welcome our beloved customer to settle down any business with Pejabat mera Daerah Kuala Selangor such as payment of loan, asking type of loan and other else. Sometimes as customer's, their will ask us about information of funding or loan provided at Pejabat mera Daerah Kuala Selangor. Besides that, I also need to register letter whether out or in and record on the file and keep at filing room. Next, I need to write down for application letter name early to easy my application and record for Pejabat mera Daerah Kuala Selangor. Besides that, I need to exchange address of customer on system with assisted. In Assist to ensure all information of customer will always update and ensure only letter from</p>	

TE	EXACT NATURE OF WORK DONE	SUPERVISORS REM
	Pejabat MARA Daerah Kuala Selangor will received by customer. then we received fax application for rent meeting room at Pejabat MARA Daerah Kuala Selangor. (PMDKS)	
		 Aizat Bin Ishak Pen. Pegawai MARA Daerah Kuala Selangor

	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
14	<p>Last three days, I received payment from customer to pay their loan especially on business loan to ensure all payment will not outstanding. Next, I need to call tenant in the buildings owned Pejabat Mara Daerah Kuala Selangor, because we want duplicate key for each premiss for storage head quarters.</p> <p>After that, I received money from customer for education loans. Beside that, I also received payment from customer term cheque.</p> <p>After that, I helping Asmah to call customer for confirmation about their cheque especially for discharge it.</p> <p>On the evening, I need to call Pn Mullayana for confirm percentage of job been done by contractor, where</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>them get financing from Pejabat MARA Daerah Kuala Selangor. Next</p>	
	<p>I received payment from customer for business loan. Then,</p>	
	<p>I need to photocopy and register all reminder letter</p>	
	<p>on PMD Kuala Selangor folder in computer.</p>	
		 <p>Atizat Bin Ashak Pen. Pegawai MARA Daerah Kuala Selangor</p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
/2014	<p>On this day, I need to register and keep all reminder letter according the name of customer and number account for each document. Beside that, I also need to received payment from customer whether education loan or business loan. Next, I help Fauzlaning to photo copy identification card to ensure all information of customer been complete. Beside that, we also received payment heirs of borrowers when the borrowers already passed away. Next, we received customer to asking about their balance of loan on education loan and business loan,</p>	<p style="text-align: right;">  Aizat Bin Ishak Pen. Pegawai MARA Daerah Kuala Selangor </p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REM.
12/2014.	<p>On the last day, I need to fulfill the payment form to ensure all information of customer in right and complete data. Next, I helping Fauzenna to post a notice about working hours of any business on Monday on the front door.</p> <p>After that, I helping Azimah to counting money on that days especially collection money on this Friday.</p> <p>Beside that, I also need to help En Aizat to pick up document at filing room and fulfill the receipt of cheque to easy on transaction with the bank.</p> <p>Before that, we also decide to buy a present for Pn Riena.</p> <p>On this day, I need to write a letter for customer to helping on any transaction with bank by assisted, En Aizat.</p>	<p></p> <p>Aizat Bin Isnak Pen. Pegawai MARA Daerah Kuala Selangor</p>